

## TECHNICAL SUPPORT POLICY

### 1. Definitions

**"Business Hours"** means an hour during Monday through Friday other than a day designated from time to time as a national holiday in the place from which Support Services may be provided.

**"Local Time"** means 9AM – 6PM business hours in the time zone applicable for the location shown on the Order Form for the Ship-To entity.

### 2. Severity Levels

**Severity Level 1:** A problem that severely impacts your use of the software in a production environment (such as loss of production data or in which your production systems are not functioning). The situation halts your business operations, or your revenue or brand are impacted and no procedural workaround exists.

**Severity Level 2:** A problem where the production environment is operational but functionality is severely reduced. The situation is causing a high impact to portions of your business operations, or your revenue or brand are threatened and no procedural workaround exists.

**Severity Level 3:** A problem that involves partial, non-critical loss of use of the software in a production environment or development environment. For production environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural workaround. For development environments, where the situation is causing your project to no longer continue or migrate into production.

**Severity Level 4:** A general usage question, reporting of a documentation error, or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on your business or the performance or functionality of your system. For development environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural workaround. This is the default severity level until otherwise indicated by Solo in writing.

### 3. Targeted Response Times

Severity Level	Standard Support Policy	Enhanced Support Policy
1*	1 hour (24/7/365)	15 minutes (24/7/365)
2	4 Business Hours Local Time	2 hours (24/7/365)
3	8 Business Hours Local Time	4 Business Hours Local Time
4	24 Business Hours Local Time	12 Business Hours Local Time

\*To report Severity Level 1 issues, Subscriber must contact Solo's Product Support Hotline at +1-601-476-5646.

Solo will use best efforts to resolve any Severity 1 as soon as reasonably feasible under the circumstances. Solo will also use all reasonably available resources, including our office of the CTO, to assist in the resolution of Severity 1 issues. Subscriber agrees to promptly collaborate with Solo to aid in the resolution of such issues.

### 4. Support Tickets

To initiate a support matter, please log a ticket via our online ticketing system (Zendesk), email or phone as documented at <https://www.solo.io/company/get-support/>. Subscriber's access to, and use of, Zendesk are governed by the applicable terms and

conditions located at <https://www.zendesk.com/company/agreements-and-terms/master-subscription-agreement/> and their associated privacy policy found at <https://www.zendesk.com/company/agreements-and-terms/privacy-notice/>, as either may be updated by Zendesk from time to time.

## 5. Slack

Subscriber may be provided the opportunity to use Slack to connect with support personnel. All use of Slack is subject to Solo's Code of Conduct found [here](#). Slack is provided to enable collaboration between Solo and its Subscribers. All issues should be logged as support tickets and not initiated via Slack.

## 6. Dedicated Engineering Support Offering

Subscriber may purchase for an additional fee at any time during the Subscription Term of a Software Subscription access to a dedicated\* Solo engineering resource ("**Dedicated Engineering Support Subscription**"). This must be purchased with (or during the term of an existing) Software Subscription to support the Software for the use case permitted on the Order Form for the business unit that purchased such Software Subscription (unless otherwise authorized by Solo in writing). The Dedicated Engineering Support Subscription grants Subscriber access during Local Hours to a named engineering resource from Solo to perform platform architecture, design, troubleshooting and enablement on a remote basis without access to Subscriber's environments, including (but not limited to):

- Leading virtual workshops for Subscriber's teams throughout the year
- Developing instructional guides specific to Subscriber's environment
- Over the shoulder guidance for platform enhancements and troubleshooting
- Providing configuration for installation of platform and specific integrations
- Providing production release support
- Develop GitOps and release management strategies for Gloo Platform
- Facilitating software enhancement and defect resolution requests with Solo engineering teams

Such named engineering resource should average approximately 8 hours per week for the duration of the Subscription. All other terms that apply to Support Services apply to the Dedicated Engineering Support Subscription. \*Solo may replace or substitute such dedicated resource in its sole discretion on a permanent or temporary basis.

## 6. Support Restrictions

Subscriber agrees not to use the Support Services in connection with the development, deployment, enablement and/or maintenance of any non-Solo Technology that competes with Solo's Product offerings. Solo may assist Subscriber with integration development work through Professional Services to create a holistic solution tailored to Subscriber's environment using Solo's Products and Subscriber's existing software ecosystem ("**Subscriber-Specific Integration Development**"). Subscriber-Specific Integration Development may include configuring Subscriber's deployment tools, creating adaptors to integrate third party products with Solo's Products, shell scripting, amongst other Subscriber requirements. Subscriber-Specific Integration Development is not covered by Support Services, and Solo does not provide ongoing support to Subscriber-Specific Integration Development after the Professional Services engagement has ended.

Solo will have no obligation to provide Support Services to Subscriber in the event that (i) the Subscriber has violated any use restrictions found in Subscriber's agreement with Solo; (ii) an issue is caused by the negligence, misconduct or misuse of the Product by Subscriber; or (iii) any issue that is caused by third party software (except Istio).

Please see Solo's online Documentation located at <https://docs.solo.io/> for more information about which versions of Solo's Products are supported by these Support Services.